

Attachment 1

Performance Requirements Summary

**PERFORMANCE REQUIREMENTS SUMMARY
FOR FIRST MONTH OF CONTRACT PERFORMANCE**

REQUIRED SERVICE	STANDARD	MAXIMUM ERROR RATE (MER) or PERFORMANCE REQUIREMENT (PR)	METHOD OF SURVEILLANCE	MAXIMUM PAYMENT PERCENT FOR MEETING THE PR
(RS-1) Safe, Orderly and Efficient Pedestrian Traffic Management in Ticket Sales Areas Section 5.2.1	Visitors shall not wait more than 15 minutes in line to purchase tickets. No congestion created by ticket sales operations that prevents or restricts access to Visitor's Center facilities.	MER = 2 Incidents per Month that were Within the Contractor's Control	Statistical Random Physical Inspections Customer Complaint	_____ % of the On-Site and Reserved Ticket Sales Operations Line Items
(RS-2) Integrate the Number of On-site and Reserved Tour Tickets Sold Section 5.2.1	No more than the maximum number of available tour tickets are sold.	MER = 2 tours overbooked per month	Statistical Random Physical Inspections Customer Complaint	_____ % of the On-Site and Reserved Ticket Sales Operations Line Items
(RS-3) On-Site and Reserved Ticket Sales Available Seven Days a Week. Section 5.2.1, 5.2.3	On-Site and Reserved Ticketing System(s) shall be operational during the times specified in the PWS. No contingency operations required due to PA's equipment failure, labor or material shortage.	MER = 60 minutes of contingency operations per month.	100% Inspection of the Contingency Operations Journal required by 5.4.4. Statistical Random Physical Inspections	_____ % of the On-Site and Reserved Ticket Sales Operations Line Items
(RS-4) Collect Fees in Accordance with Government Policy Sections 5.2.1, 5.4.1	Fees collected shall equal fees due for the month in accordance with the Hoover Dam Fee Schedule (no overages or shortages). Daily overages or shortages shall not exceed \$100.00.	PR = 100% of Fees Due Collected MER = 0%	100% Inspection of Daily and Monthly Reports required by 5.4.4. Periodic Physical Inspections	_____ % of the On-Site and Reserved Ticket Sales Operations Line Items
(RS-5) Remit Fees Collected and Accepted to the Government Sections 5.2.1, 5.2.2, 5.4.1, 5.4.2	All fees collected and accepted shall be remitted to the Government in accordance with Section 5.4	MER = 1 Day's Fees Remitted 1 Day Late	100% Inspection of Daily Reports required by 5.4.4.1 Periodic Physical Inspections	_____ % of the Financial Management Line Item

**PERFORMANCE REQUIREMENTS SUMMARY
FOR FIRST MONTH OF CONTRACT PERFORMANCE**

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(RS-6) Maintain Complete and Accurate Financial Records Section 5.4.4	Financial records shall equal revenues remitted to the Government plus other revenues reported by the Government and shall be in accordance with Generally Accepted Accounting Procedures.	PR = 100% of Records Submitted are Complete and Accurate. MER = Any Deficiencies Found Are Corrected within 3 Calendar Days.	100% Inspection	_____ % of the Financial Management Line Item
(RS-7) Submit Complete and Accurate Financial Records when Due Section 5.4.4	Daily, Monthly, Quarterly and Annual Reports shall be submitted in accordance with Section 5.4.3.	MER = 3 Late Report-Days per Month	100% Inspection of Required Reports	_____ % of the Financial Management Line Item

**PERFORMANCE REQUIREMENTS SUMMARY
FOR SECOND AND SUBSEQUENT MONTHS OF CONTRACT PERFORMANCE**

REQUIRED SERVICE	STANDARD	MAXIMUM ERROR RATE (MER) or PERFORMANCE REQUIREMENT (PR)	METHOD OF SURVEILLANCE	MAXIMUM PAYMENT PERCENT FOR MEETING THE PR
(RS-1) Safe, Orderly and Efficient Pedestrian Traffic Management in Ticket Sales Areas Section 5.2.1	Visitors shall not wait more than 15 minutes in line to purchase tickets. No congestion created by ticket sales operations that prevents or restricts access to Visitor's Center facilities.	MER = 1 Incident per Month that was Within the Contractor's Control	Statistical Random Physical Inspections Customer Complaint	_____ % of the On-Site and Reserved Ticket Sales Operations Line Items
(RS-2) Integrate the Number of On-site and Reserved Tour Tickets Sold Section 5.2.1	No more than the maximum number of available tour tickets are sold.	MER = 1 tour overbooked per month	Statistical Random Physical Inspections Customer Complaint	_____ % of the On-Site and Reserved Ticket Sales Operations Line Items
(RS-3) On-Site and Reserved Ticket Sales Available Seven Days a Week. Section 5.2.1, 5.2.3	On-Site and Reserved Ticketing System(s) shall be operational during the times specified in the PWS. No contingency operations required due to PA's equipment failure, labor or material shortage.	MER = 30 minutes of contingency operations per month.	100% Inspection of the Contingency Operations Journal required by 5.4.4. Statistical Random Physical Inspections	_____ % of the On-Site and Reserved Ticket Sales Operations Line Items
(RS-4) Collect Fees in Accordance with Government Policy Sections 5.2.1, 5.4.1	Fees collected shall equal fees due for the month in accordance with the Hoover Dam Fee Schedule (no overages or shortages). Daily overages or shortages shall not exceed \$100.00.	PR = 100% of Fees Due Collected MER = 0%	100% Inspection of Daily and Monthly Reports required by 5.4.4. Periodic Physical Inspections	_____ % of the On-Site and Reserved Ticket Sales Operations Line Items
(RS-5) Remit Fees Collected and Accepted to the Government Sections 5.2.1, 5.2.2, 5.4.1, 5.4.2	All fees collected and accepted shall be remitted to the Government in accordance with Section 5.4	MER = 1 Day's Fees Remitted 1 Day Late	100% Inspection of Daily Reports required by 5.4.4.1 Periodic Physical Inspections	_____ % of the Financial Management Line Item

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